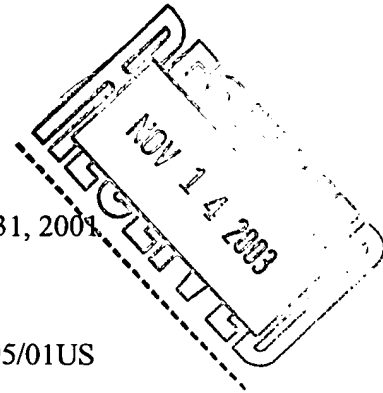




2157 #12  
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PATENT  
11-20-03

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Mingte Chen, Anil K. Annadata, Kuang Huang  
Assignee: Siebel Systems, Inc.  
Title: User Interface for Multi-Channel Communication  
Serial No.: 09/823,531 Filing Date: March 31, 2001  
Examiner: Unassigned Group Art Unit: 2151  
Docket No.: SBL0004US Client Ref. No. SIEB195/01US



Austin, Texas  
November 5, 2003

Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

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Technology Center 2100

**INFORMATION DISCLOSURE STATEMENT**  
**37 CFR § 1.97(b)**

Dear Sir:

Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Copies of these documents are enclosed.

Citation of these documents shall not be construed as:

1. an admission that the documents are necessarily prior art with respect to the instant invention;
2. a representation that a search has been made; or
3. an admission that the information cited herein is, or is considered to be, material to patentability as defined in § 1.56(b).

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on November 5, 2003.

*D'Ann Naylor Rifai*  
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11/5/03  
Date of Signature

Respectfully submitted,

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